




QUEST
BUSINESS
ADMINISTRATOR
LEVEL 3 STANDARDS

Details of standard - Occupational Profile

Business Administrators have a highly transferable set of knowledge, skills and behaviours that can be applied in all sectors. This includes small and large businesses alike; from the public sector, private sector and charitable sector. The role may involve working independently or as part of a team and will involve developing, implementing, maintaining and improving administrative services. Business Administrators develop key skills and behaviours to support their own progression towards management responsibilities.

Skills	What is required (advancing key skills to support progression to management)
IT	Skilled in the use of multiple IT packages and systems relevant to the organisation in order to: write letters or emails, create proposals, perform financial processes, record and analyse data. Examples include MS Office or equivalent packages. Able to choose the most appropriate IT solution to suit the business problem. Able to update and review databases, record information and produce data analysis where required.
Record and document production	Produces accurate records and documents including emails, letters, files, payments, reports and proposals. Makes recommendations for improvements and present solutions to management. Drafts correspondence writes reports and able to review others' work. Maintains records and files, handles confidential information in compliance with the organisation's procedures. Coaches others in the processes required to complete these tasks.
Decision making	Exercises proactivity and good judgement. Makes effective decisions based on sound reasoning and is able to deal with challenges in a mature way. Seeks advice of more experienced team members when appropriate.
Interpersonal Skills	Builds and maintains positive relationships within their own team and across the organisation. Demonstrates ability to influence and challenge appropriately. Becomes a role model to peers and team members, developing coaching skills as they gain area knowledge.
Communications	Demonstrates good communication skills, whether face-to-face, on the telephone, in writing or on digital platforms. Uses the most appropriate channels to communicate effectively. Demonstrates agility and confidence in communications, carrying authority appropriately. Understands and applies social media solutions appropriately. Answers questions from inside and outside of the organisation, representing the organisation or department.
Quality	Completes tasks to a high standard. Demonstrates the necessary level of expertise required to complete tasks and applies themselves to continuously improve their work. Is able to review processes autonomously and make suggestions for improvements. Shares administrative best practice across the organisation e.g. coaches' others to perform tasks correctly. Applies problem solving skills to resolve challenging or complex complaints and is a key point of contact for addressing issues.



<p>Planning and organisation</p>	<p>Takes responsibility for initiating and completing tasks, manages priorities and time to successfully meet deadlines. Positively manages the expectations of colleagues at all levels and sets a positive example for others in the workplace. Makes suggestions for improvements to working practice, showing understanding of implications beyond the immediate environment (e.g. impact on clients, suppliers, other parts of the organisation). Manages resources e.g. equipment or facilities. Organises meetings and events, takes minutes during meetings and creates action logs as appropriate. Takes responsibility for logistics e.g. travel and accommodation.</p>
<p>Project management</p>	<p>Uses relevant project management principles and tools to scope, plan, monitor and report. Plans required resources to successfully deliver projects. Undertakes and leads projects as and when required.</p>
<p>Skills</p>	<p>What is required (in-depth knowledge of organisation and wider business environment)</p>
<p>The organisation</p>	<p>Understands organisational purpose, activities, aims, values, vision for the future, resources, and the way that the political/economic environment affects the organisation.</p>
<p>Value of their skills</p>	<p>Knows organisational structure and demonstrates understanding of how their work benefits the organisation. Knows how they fit within their team and recognises how their skills can help them to progress their career.</p>
<p>stakeholders</p>	<p>Has a practical knowledge of managing stakeholders and their differing relationships to an organisation. This includes internal and external customers, clients and/or suppliers. Liaises with internal/external customers, suppliers or stakeholders from inside or outside the UK. Engages and fosters relationships with suppliers and partner organisations.</p>
<p>Relevant regulation</p>	<p>Understands laws and regulations that apply to their role including data protection, health & safety, compliance etc. Supports the company in applying the regulations.</p>
<p>Policies</p>	<p>Understands the organisation's internal policies and key business policies relating to sector.</p>
<p>Business fundamentals</p>	<p>Understands the applicability of business principles such as managing change, business finances and project management.</p>
<p>Processes</p>	<p>Understands the organisation's processes, e.g. making payments or processing customer data. Can review processes autonomously and make suggestions for improvements. Applying a solutions-based approach to improve business processes and helping define procedures. Understands how to administer billing, process invoices and purchase orders.</p>
<p>External environmental factors</p>	<p>Understands relevant external factors e.g. market forces, policy & regulatory changes, supply chain etc. and the wider business impact). Where necessary understands the international/global market in which the employing organisation is placed.</p>



The responsibilities of the role are to support and engage with different parts of the organisation and interact with internal or external customers. With a focus on adding value, the role of Business Administrator contributes to the efficiency of an organisation, through support of functional areas, working across teams and resolving issues as requested. The flexibility and responsiveness required allows the Apprentice to develop a wide range of skills.

The Business Administrator is expected to deliver their responsibilities efficiently and with integrity – showing a positive attitude. The role involves demonstrating strong communication skills (both written and verbal) and adopting a proactive approach to developing skills. The Business Administrator is also expected to show initiative, managing priorities and own time, problem-solving skills, decision-making and the potential for people management responsibilities through mentoring or coaching others.

Behaviours	What is required (Role-model behaviours and positive contribution to culture)
Professionalism	Behaves in a professional way. This includes: personal presentation, respect, respecting and encouraging diversity to cater for wider audiences, punctuality and attitude to colleagues, customers and key stakeholders. Adheres to the organisation's code of conduct for professional use of social media. Acts as a role model, contributing to team cohesion and productivity – representing the positive aspects of team culture and respectfully challenging inappropriate prevailing cultures.
Personal qualities	Shows exemplary qualities that are valued including integrity, reliability, self-motivation, being pro-active and a positive attitude. Motivates others where responsibility is shared.
Managing performance	Takes responsibility for their own work, accepts feedback in a positive way, uses initiative and shows resilience. Also takes responsibility for their own development, knows when to ask questions to complete a task and informs their line manager when a task is complete. Performs thorough self-assessments of their work and complies with the organisation's procedures.
Adaptability	Is able to accept and deal with changing priorities related to both their own work and to the organisation.
Responsibility	Demonstrates taking responsibility for team performance and quality of projects delivered. Takes a clear interest in seeing that projects are successfully completed and customer requests handled appropriately. Takes initiative to develop own and others' skills and behaviours.



QUEST

What are the new Apprenticeship Standards, Gateway and End Point Assessment?



Business Administrator Level 3

What are the New Standards?

- The Standard describes the skills, knowledge and behaviours an individual needs and must demonstrate in order to effectively and consistently work to national standards and to be fully competent in an occupation.
- The learning for the Apprentice must last at least 15 continuous months, specific details are set out in the assessment plan for the standard. The Apprentice must demonstrate 20% off-the-job training which must take place during the Apprentice's working hours.
- The Apprenticeship consists of: Business Administrator Standards at Level 3, Functional Skills - maths & English, Self Reflection and an End Point Assessment which consists of a knowledge test, portfolio based interview underpinned by a portfolio of evidence and a project presentation.

How will they be delivered and assessed?

- The on-programme part of the Apprenticeship standard is delivered by Quest Vocational Training who have been approved on the Register of Apprenticeship Training Providers (RoTAP). This **will** be achieved by monthly on-site visits, using a variety of teaching, learning and assessment methods.
- A minimum of **20% of the training must be off-the-job (not assessment)**, relevant to the Apprenticeship standard, which must take place during their **paid contracted employment hours** outside of the normal work environment. It can take place at their place of work but cannot be part of their normal working duties.
- Quest will work with the Employer to ensure that a mutual agreement is made on how the learning will take place.
- Reviews will take place every 10-12 weeks and will require **employer, Apprentice and assessor** involvement. For those Apprentices on learning support, funding monthly reviews will take place.

What is Gateway?

- The Gateways the point at which the employer and Quest determine that the Apprentice is ready to undertake the End Point Assessment.
- This will normally be agreed at the 12 month stage of delivery and will show that the Apprentice is making sufficient progress to take the End Point Assessment after the 15th month.
- The last 3 months of the programme is to revise, prepare for the knowledge test, interview and project to ensure the apprentice is End Point Assessment ready.
- Once the Apprentice goes through the Gateway, they have 12 weeks in which to achieve their EPA or it is automatically a fail. It is advised that the Apprentice does the EPA in the first month so that all the learning and knowledge they have acquired is fresh in their minds.

What is End Point Assessment & how does the Apprentice know they are ready?

- The End Point Assessment (EPA) is the final test of an Apprenticeship programme designed to measure the competence of the Apprentice against the Apprenticeship Standard.
- The employer and Quest will have completed the training for the Apprentice according to the requirements in the standards and there will be regular reviews along the way.
- Provided that the Apprentice has achieved a minimum of 367 days on programme and has completed the standards and Functional Skills, and has been deemed to have sufficient knowledge against the standards the employer (line manager of the Apprentice) and Quest agree that the Apprentice is ready and they can move through the 'Gateway'.
- Once this has been agreed the EPA request can be sent to the End Point Assessment Organisation (EPAO) for the Apprentice.
- The EPAO will then arrange with Quest for a Planning Meeting to take place to ensure that the date, time, location and job role and other special requirements are discussed at this point to prepare the Apprentice for EPA.
- The Apprentice must pass the EPA to achieve their Apprenticeship.
- The EPA will be assessed by an independent Assessor from an End Point Assessment Organisation. The manager of the Apprentice will be present at the assessment to support the Apprentice if necessary.

How does the Apprentice achieve their Apprenticeship & get their certificate?

- The Apprentice will have successfully completed their on-programme training and their EPA according to the requirements of the Apprenticeship standard and the assessment plan.
- When the Apprentice has successfully completed their EPA, the End-Point Assessment Organisation (EPAO) will apply to the Education and Skills Funding Agency (ESFA) for the Apprenticeship certificate according to the grade achieved (pass, merit or distinction) on behalf of the Apprentice.
- The ESFA will send the certificate to the address of the Apprentice's employer for them to distribute to their Apprentice.

If an Apprentice fails End Point Assessment who will fund the resit?

- If money in the employers levy pot or funding allocated remains available to finance the retake it could be used from this.
- For non-levy employers the employer would need to finance the retakes.

